

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES – Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000104259

ERNEST G. JOHNSON
Executive Director

ARIZONA CORPORATION COMMISSION

October 26, 2009

To: Docket Control

RE: Global Water – Santa Cruz - Customer Comments

Docket Nos.: SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078 and W-01212A-09-0082

Please docket the attached 14 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

OCT 27 2009

DOCKETED BY	<i>MC</i>
-------------	-----------

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 OCT 27 A 10:33

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: 212

Priority: Respond Within Five Days

Opinion **No.** 2009 - 82590

Date: 10/23/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Joe **Last:** Tafolla

Account Name: Joe Tafolla

Home: 212

Street:

Work: (000) 000-0000

City:

CBR:

State: CA **Zip:** 95624

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

Docket Numbers:
SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-20450A-09-0081
W-01212A-09-0082

JOE and ALICIA TAFOLLA

Elk Grove, California 95624
or

October 16, 2009

Re: Global Water Rate Increase

Gentlemen:

We do not support a rate increase for the following reasons:

We are currently unemployed and health situation is in depression

Our country is currently in recession with no improvement in sight

The housing industry has taken a beating in sales and many homes are in foreclosures

•These proposed water rate increases look like a bonus for a few because we are not getting improvement of services

The homeowners will have to cutback on maintenance and watering of the landscape effecting appearance.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

For the above and other reasons we ask that you reconsider and NOT increase the water rate. It would be an extreme hardship for many, especially the homeowners and seniors who live on fixed incomes.

Sincerely,

Joe and Alica Tafolla
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/23/09
End of Comments

Date Completed: 10/23/2009

Opinion No. 2009 - 82590

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

will only be for the profit of the investors, stakeholders and management of the water company and not for improved facilities for their customers.

4. If these rate increases are approved by the Commission, I feel this will be very detrimental to the City of Maricopa, all the Homeowner Associations and to all residents of their service areas. It will be detrimental to attracting builders, buyers or any other businesses that will compare the rates for Global against rates in other areas in the vicinity. It will also force the HOA's to make drastic changes in the amount of landscaping and how it is maintained or have to be forced to increase the monthly dues substantially. I just want to remind the Commission that visual aesthetics are the first thing that either sells an area or turns customers away and I feel with the reductions in the landscaping operations that will need to be accomplished, both in eliminating and reduced maintenance of existing landscaping, it will be a large detriment to the future growth of the City of Maricopa and the surrounding area.

Again I request that these rate increases be denied by the Commission and that all of us have had to tighten our purse strings and absorb our declines in salaries, benefits, investments and our home values under these extremely depressing times so it should not be any different for Global Water to do the same. No one has stepped up to give my investments a guaranteed amount of return so they cannot expect this from their customers. Thanks and if you have any questions or need any clarifications, I would be glad to meet with any Commissioners at your earliest convenience. Please feel free to contact us at the information listed below.

Sincerely:

Dallas D. Paulsen

Maricopa Arizona 85138

Dallas Cell: 480-296-5618

Email: :

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/23/09

End of Comments

Date Completed: 10/23/2009

Opinion No. 2009 - 82591

SW-20445A-09-0077

W-02450A-09-0081

W-20446A-09-0080

W-01732A-09-0079

W-02451A-09-0078

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED] 22

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82397

Date: 10/15/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Scott**

Huff

Account Name: Scott Huff

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR: s [REDACTED]

State: AZ Zip: 85139

is: E-Mail

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/15

-----Original Message-----

From: Scott Huff [REDACTED]

Sent: Wednesday, October 14, 2009 7:48 PM

To: Utilities Div - Mailbox

Subject: Proposed Global Water Rate Increases

Two whom it may concern,

I am a current homeowner in Maricopa. I am concerned about the proposed rate increased that Global Water is requesting.

I agree with Global Water seeking rate increases commensurate with inflation. I however, find Global Water's current rate increase request disgusting and insulting.

First, Global Water is claiming that an almost 5% profit margin on their fresh water business is not sufficient. They have taken steps to reduce overhead costs, etc., however, in this economy the fact that they are making any profits should be cause for concern given they are part of the housing economy which has been the hardest hit.

Secondly, Global Water is taking a loss on their sewer services. They are seeking a more than substantial rate increase to make up the difference. Again, in this housing downturn, we all suffer. They misread the market, in a free market, especially this market, they most likely wouldn't be able to simply raise the rates, their competitors would be drooling at the chance for more customers. Has the GW CEO suffered? What was his bonus last year? What are they going to do when growth returns? I assure you they will find ways to spend the money to remain under the 10% profitability cap.

Thirdly, Global Water has grossly shirked their customer service responsibilities. I recently purchased a house

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

and almost missed the closing date because it took them over a week to get the water turned on. Until, the water was turned the appraisal and inspection could not be completed. Additionally, I sat on hold over 45 minutes just to be able to talk to a person to request the service. Another person I know waited on hold over an hour and gave up only to call later and wait a half out before finally reaching a customer service person.

Finally, I disagree with rate increases disguised under the guise of conservation. If any increases are approved with this being any part of the reason, the funds need to be used to give back to the community in ways that will further conservation. For example, a fund to provide grants to put solar panels on people roofs would be a good use of any 'conservation' rate increases. Again, it's easy to spend money and not show profits.

My house has dropped in price, and my taxes and utilities have gone up, I can't tell my employer they need to pay me more, I'd be out of a job because there are 10 people waiting at the door willing to do my job for less than I'm getting paid. Global Water has a monopoly in the City of Maricopa. It is your job Arizona Corporate Commission to do the job of the free market and hold them to the quality and pricing standards that the open market would dictate. Which means if they poorly manage their investments or failed to accurately predict the market, they go out of business or file for bankruptcy.

Please do not simply look at the historical data they are providing to defend their rate increase, please be forward looking and realize that the growth will return, just not as fast as planned. Once the remaining lots are filled, their financial picture will look much better. Have they provided these #'s? Have they provided the picture of what their financials will look like when the current inventory of vacant lots has reached build-out?

Again, us homeowners are suffering in our own poor housing investments, what makes GW think they don't need to suffer in their own poor investments? If they have poorly managed their company, they need to be let to die so that a reasonably managed company can take their place.

The comparatively high utilities we pay out here are hurting our home values and slowing the recovery.

Referenced Docket #'s:

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

Sincerely,

Scott Huff

Maricopa Az 85139
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed SW 20445A-09-0077 W 02451A-09-0078 W 01732A-09-0079 W 020446A-09-0080 W-02450A-09-0081 W 01212A-09-0082
End of Comments

Date Completed: 10/15/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82354

Date: 10/13/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Rob

Pizzurro

Account Name: Rob Pizzurro

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

CBR: [REDACTED]

State: AZ Zip: N/A

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

From: rob pizzurro [REDACTED]
Sent: Tuesday, October 13, 2009 2:30 PM
To: Utilities Div - Mailbox
Subject: Global Water

I wanted to write you in regards to my concern about the proposed water bill hike to take place in the city of Maricopa, Arizona. The residents of Maricopa can not afford this increase. The value of our homes have gone down as much, if not more, than anywhere in the Country...not county but the entire United States. We bought our home for 190,000 and it is worth 65,000 at the most assuming someone will buy it with all the new builds and foreclosures surrounding us. If there is anywhere where rates should hold steady it is in Maricopa. I have friends who live in Chandler, Scottsdale and all over the valley who have pools and much larger homes with more people living in their homes and their bills, which include trash, are substantially lower than ours. The minimum charge Global Water imposes is already too much. We can not afford a raise in prices as many residents are already bordering on financial collapse. Please search around to learn more about the conditions in Maricopa and you will realize we can not afford rate increases. It will not only affect our monthly water bills in our homes but our HOA fees will sky rocket as well in order for them to pass down the increased costs of maintaining the community. Please take this into consideration.

Thanks and have a good day.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

N/A

End of Response

Investigator's Comments and Disposition:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

Opinion noted and filed in Docket No's by Trish Meeter

End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82354

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82478

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By:

Richard

Dixon

Account Name:

Richard Dixon

Home: [REDACTED]

Street:

00000

Work:

City:

Maricopa

CBR:

State:

AZ

Zip: 85238

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

From: [REDACTED]

Sent: Friday, October 16, 2009 4:50 PM

To: Utilities Div - Mailbox

Subject: Global Water utility increase

Dear sir/madam,

The proposed rate hike by Global Water is excessive. My water/sewage bill will increase 119.2% over the next three years if Global Waters is granted the proposed increase.

During this current economic downturn (worst in my lifetime dating back to the 1950s), any increase at all will put extreme stress on our community.

Please disallow this request, or at the least, grant only a small increase (<10%) over the next three years.

Sincerely,

Richard Dixon

Rancho El Dorado homeowner

[REDACTED]
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed toward Global Water-Santa Cruz Water Company - Docket Nos.:

SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 FILE CLOSED.

End of Comments

Date Completed: 10/19/2009

Opinion No. 2009 - 82478

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 82430

Date: 10/16/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Jesse

Amaro

Account Name:

Jesse Amaro

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is: E-Mail

Utility Company:

Global Water-Palo Verde Utilities Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket numbers:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

To Arizona Corporation Commission
Utilities Division
1200 W Washington St.
Phoenix, Az. 85007-2996

From Jessie Amaro

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-090077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

In the matter of the aforementioned docket numbers, I Jessie Amaro, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Associated budget. My HOA is already facing significant challenges due to delinquencies and foreclosurers

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

and this will only serve to make conditions worse.

The proposed rate increase are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit area in the country for foreclosures, Proposed increased will be detrimental to attracting builder and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rated are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guest and potential buyers.

Jessie Amaro


End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Palo Verde Utilities Company -

Docket numbers:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

FILE CLOSED.

End of Comments

Date Completed: 10/16/2009

Opinion No. 2009 - 82430

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (520) 628-6550

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion **No.** 2009 **82502**

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: **Ruth Ann**

Rauscher

Account Name: Ruth Ann Rauscher

Home: (480) 471-3240

Street: 15123 E Monument Road

Work:

City: Scottsdale

CBR: 4067886132

State: AZ **Zip:** 85262

is: Cellular

Utility Company. **Global Water-Palo Verde Utilities Company**

Division: Sewer

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W20446A-09-0080, W-02450-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Palo Verde Utilities Company

In the last 12 months our water rates have increased greatly. At this point, after cursory examination, it appears that our rates are much higher than other water systems in this geographical area.

We received no explanation from Global Water and follow up discussions have been unsatisfactory.

Please consider this a protest and challenge to our current rate structure. Your consideration and evaluation of this request will be appreciated.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W20446A-09-0080, W-02450-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Palo Verde Utilities Company

Opinion noted and filed in Docket No's by Trish Meeter

File Closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/19/2009

Opinion No. 2009 - 82502

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (520) 628-6550

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion **No.** 2009 **82508**

Date: 10/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Scott & Anne**

Gill

Account Name: Scott & Anne Gill

Home: (602) 722-2469

Street: 43163 W. Bunker Dr.

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85138

Is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

I just heard that there will be no distribution increase for seniors on Social Security in the up coming year, the rationale behind this is that consumer pricing is down, therefore no increase is necessary.

So how can Global Water Justify their application for a rate increase? Perhaps with creative accounting and fuzzy math - look what that did for Bemis Madoff.

Anyone that reads this knows a friend or family member that owns his/her own business. Take the time to ask them what concessions they have had to make to just remain in business. You're not going to hear one of them say they had to raise their rates up to 500% to stay in business! Quite to the contrary, they are giving their products and services away with drastic price cuts.

You have the authority to lend a helping hand to the thousands of struggling working families that live paycheck to paycheck and can not afford to have anything more taken from them financially or emotionally. Your decision should be Crystal Clear! Vote no!

Scott Gill & Anne Gill 43163 W Bunker Dr. Maricopa Az 85138

End of Complaint

Utilities' Response:

N/A

End of Response

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Opinion noted and filed in Docket by Trish Meeter

File Closed
End of Comments

Date Completed: 10/20/2009

Opinion No. 2009 - 82508

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **82248**

Date: 10/7/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Larry **Frydenberg**

Account Name: Larry Frydenberg **Home:** (000) 000-0000

Street: n/a **Work:**

City: n/a **CBR:** [REDACTED]

State: AZ **Zip:** n/a **is:** E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED BY CHAIRMAN MAYES' OFFICE GLOBAL SANTA CRUZ

From: LARRY FRYDENBERG [REDACTED]

Sent: Friday, October 02, 2009 12:56 PM

To: Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web; mewman-web@azcc.gov

Subject: proposed water rate increase.

10/5

I am a retired resident who lives in Maricopa. I am writing to you in reference to dockets w02451A-09-0078, SW-20445A-09-0077, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082. I ask you deny the amount of increase submitted to you by Global Water. Currently the cost of living is only increasing between 2-3 per cent. I believe a business should make a decent profit in order to stay in business. However, they are proposing a 40 per cent increase in water and 119 per cent increase in sewage (this over 3 years).

I, like a lot of home owners in Maricopa am retired and living on a fixed income. Social Security has informed everyone that we will not be receiving a cost of living increase over the next 2-3 years because of the economy. I cannot afford these increases so I ask you approve more sensible increases of say 5-6 per cent max. I will be very interested and will follow you votes on this.

Did this commission approve a recent electrical increase. I saw or heard nothing of this only to find a 25 -30 increase in my last 2-3 electric bills. I use to pay \$275-300 during the summer and this has increased to 450-550 per month and my house is not that big. My neighbors are all concerned about this as well.

I thank you for your time on these issues, Larry Frydenberg.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/6 Email to customer: Docketed.

October 7, 2009

RE: GLOBAL WATER CO.

Dear Mr. Frydenberg::

¶Your email regarding the Global Water Co. ("Global") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Trish Meeter
¶Public Utilities Consumer Analyst
¶Arizona Corporation Commission
¶Utilities Division
End of Comments

Date Completed: 10/7/2009

Opinion No. 2009 - 82248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82537

Date: 10/21/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Jeanna

Green

Account Name: Jeanna Green

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: [REDACTED]

State: AZ **Zip:** n/a

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Jeanna Green [REDACTED]
Sent: Thursday, October 15, 2009 2:05 PM
To: Utilities Div - Mailbox
Subject: Global Water

We, the concerned citizens of Maricopa, firmly demand that the Arizona Corporation Commission refuse Global Water's request to increase rates(see Docket #s: SW-20445a-09-0077, W-02451A-09-0078,W-01732A-09-0079, W-20450A-09-0081, and W-01212A-09-0082).

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82537

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82497

Date: 10/19/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Alonzo & Nancie Lopez

Account Name: Alonzo & Nancie Lopez

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR: [REDACTED]

State: AZ Zip: 85262

is:

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFEENCE: Global Water-Palo Verde Utilities Company

Since summer 2008 our water bill has doubled even though our usage is similar. August 2009 bill was \$239 which is ridiculous because we are paying for projections that are not being met which really is not the current customer's problem. There is only 2 of us in the house & no pool. I find the increases unacceptable & needs to be addressed! We are in Rio Mt. Estates.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFEENCE: REFEENCE: Global Water-Palo Verde Utilities Company

Opinion noted and filed in Docket No's by Carmen Madrid.

File Closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 - 82590

Date: 10/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Joe **Last:** Tafolla

Account Name: Joe Tafolla

Home: (916) 897-8004

Street: 9624 Fetlock Way

Work: (000) 000-0000

City: Elk Grove

CBR:

State: CA **Zip:** 95624

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

Docket Numbers:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-20450A-09-0081

W-01212A-09-0082

JOE and ALICIA TAFOLLA

9624 Fetlock Way

Elk Grove, California 95624

(916) 897-8004

October 16, 2009

Re: Global Water Rate Increase

Gentlemen:

We do not support a rate increase for the following reasons:

We are currently unemployed and health situation is in depression

Our country is currently in recession with no improvement in sight

The housing industry has taken a beating in sales and many homes are in foreclosures

•These proposed water rate increases look like a bonus for a few because we are not getting improvement of services

The homeowners will have to cutback on maintenance and watering of the landscape effecting appearance.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

For the above and other reasons we ask that you reconsider and NOT increase the water rate. It would be an extreme hardship for many, especially the homeowners and seniors who live on fixed incomes.

Sincerely,

Joe and Alica Tafolla

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/23/09

End of Comments

Date Completed: 10/23/2009

Opinion No. 2009 - 82590

JOE and ALICIA TAFOLLA
9624 Fetlock Way
Elk Grove, California 95624
(916) 897-8004

October 16, 2009

Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Gentlemen:

We do not support a rate increase for the following reasons:

- We are currently unemployed and health situation is in depression
- Our country is currently in recession with no improvement in sight
- The housing industry has taken a beating in sales and many homes are in foreclosures
- These proposed water rate increases look like a bonus for a few because we are not getting improvement of services
- The homeowners will have to cut back on maintenance and watering of the landscape effecting appearance.

For the above and other reasons we ask that you reconsider and NOT increase the water rate. It would be an extreme hardship for many, especially the homeowners and seniors who live on fixed incomes.

Sincerely,



Joe and Alicia Tafolla

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No. 2009 - 82591**

Date: 10/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Dallas **Last:** Paulsen

Account Name: Dallas Paulsen

Home: (520) 568-1811

Street: 43270 W Oakland Court

Work: (000) 000-0000

City: Maricopa

CBR: sleepylane@earthlink.net

State: AZ **Zip:** 85138

is: E-Mail

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

October 15, 2009

Re: Global Water Rate Increase

Docket Numbers:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-20450A-09-0081

W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed rate increases as proposed by Global Water and their subsidiaries as described in the above mentioned Dockets for the following reasons:

1. The proposed rate increases will have a large financial impact on my personal budget as my salary has been reduced by 75% of what it was in the end of 2008 so this will only make my situation worse.
2. It will also have a significant impact on the Homeowners Association's expenses and which will likely result in an increase in my HOA's monthly dues which only compounds my individual hardship financially. Also the water company is not the only party that is being hurt with the delinquencies and foreclosures that are now taking place it also just makes things worse if these increases are approved.
3. I feel that the rate increases are purely profit-driven so that the major stakeholders and investors will realize a higher rate of return. The proposed rate increases do not propose improvements of any the services, quality of water or distribution of such facilities. Since the water company elected to construct the large amount of infrastructure without any guarantees of the return on these expenditures, I do not feel we should have to be penalized for their bad business practices and investments in the infrastructure. These proposed rate increases

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

will only be for the profit of the investors, stakeholders and management of the water company and not for improved facilities for their customers.

4. If these rate increases are approved by the Commission, I feel this will be very detrimental to the City of Maricopa, all the Homeowner Associations and to all residents of their service areas. It will be detrimental to attracting builders, buyers or any other businesses that will compare the rates for Global against rates in other areas in the vicinity. It will also force the HOA's to make drastic changes in the amount of landscaping and how it is maintained or have to be forced to increase the monthly dues substantially. I just want to remind the Commission that visual aesthetics are the first thing that either sells an area or turns customers away and I feel with the reductions in the landscaping operations that will need to be accomplished, both in eliminating and reduced maintenance of existing landscaping, it will be a large detriment to the future growth of the City of Maricopa and the surrounding area.

Again I request that these rate increases be denied by the Commission and that all of us have had to tighten our purse strings and absorb our declines in salaries, benefits, investments and our home values under these extremely depressing times so it should not be any different for Global Water to do the same. No one has stepped up to give my investments a guaranteed amount of return so they cannot expect this from their customers. Thanks and if you have any questions or need any clarifications, I would be glad to meet with any Commissioners at your earliest convenience. Please feel free to contact us at the information listed below.

Sincerely:

Dallas D. Paulsen
43270 West Oakland Court
Maricopa, Arizona 85138
Res: 520-568-1811
Dallas Cell: 480-296-5618
Email: sleepylane@earthlink.net
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/23/09
End of Comments

Date Completed: 10/23/2009

Opinion No. 2009 - 82591

October 15, 2009

Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Re: Global Water Rate Increase

Docket Numbers:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-20450A-09-0081

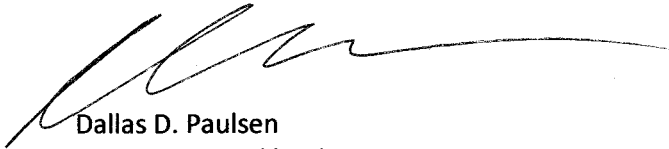
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed rate increases as proposed by Global Water and their subsidiaries as described in the above mentioned Dockets for the following reasons:

1. The proposed rate increases will have a large financial impact on my personal budget as my salary has been reduced by 75% of what it was in the end of 2008 so this will only make my situation worse.
2. It will also have a significant impact on the Homeowners Association's expenses and which will likely result in an increase in my HOA's monthly dues which only compounds my individual hardship financially. Also the water company is not the only party that is being hurt with the delinquencies and foreclosures that are now taking place it also just makes things worse if these increases are approved.
3. I feel that the rate increases are purely profit-driven so that the major stakeholders and investors will realize a higher rate of return. The proposed rate increases do not propose improvements of any the services, quality of water or distribution of such facilities. Since the water company elected to construct the large amount of infrastructure without any guarantees of the return on these expenditures, I do not feel we should have to be penalized for their bad business practices and investments in the infrastructure. These proposed rate increases will only be for the profit of the investors, stakeholders and management of the water company and not for improved facilities for their customers.
4. If these rate increases are approved by the Commission, I feel this will be very detrimental to the City of Maricopa, all the Homeowner Associations and to all residents of their service areas. It will be detrimental to attracting builders, buyers or any other businesses that will compare the rates for Global against rates in other areas in the vicinity. It will also force the HOA's to make drastic changes in the amount of landscaping and how it is maintained or have to be forced to increase the monthly dues substantially. I just want to remind the Commission that visual aesthetics are the first thing that either sells an area or turns customers away and I feel with the reductions in the landscaping operations that will need to be accomplished, both in eliminating and reduced maintenance of existing landscaping, it will be a large detriment to the future growth of the City of Maricopa and the surrounding area.

Again I request that these rate increases be denied by the Commission and that all of us have had to tighten our purse strings and absorb our declines in salaries, benefits, investments and our home values under these extremely depressing times so it should not be any different for Global Water to do the same. No one has stepped up to give my investments a guaranteed amount of return so they cannot expect this from their customers. Thanks and if you have any questions or need any clarifications, I would be glad to meet with any Commissioners at your earliest convenience. Please feel free to contact us at the information listed below.

Sincerely:

A handwritten signature in black ink, appearing to read 'Dallas D. Paulsen', with a long horizontal flourish extending to the right.

Dallas D. Paulsen
43270 West Oakland Court
Maricopa, Arizona 85138
Res: 520-568-1811
Dallas Cell: 480-296-5618
Email: sleepylane@earthlink.net

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 - 82621

Date: 10/26/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Charles J** **Loew**

Account Name: Charles J Loew

Home: (520) 568-6353

Street: 42976 W. Misty Morning Lane

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

From: Charles Loew [mailto:Charles.Loew@MasetLLC.com]
Sent: Friday, October 23, 2009 9:37 PM
To: Bradley Morton
Subject: Global Water Company/Santa Cruz Rate Increase

Mr. Morton

I understand from one of my neighbors that an e-mail to you would get to the correct individuals at the Arizona Corporation Commission. If this needs to be a separate letter please advise and I will send it to you as an attachment.

As a fixed income Senior Citizen I strongly object to rate increase requests submitted by the Global Water Company. It is my understanding that this is a privately held Utility Company. In view of the current state of the economy it certainly seems to be an inappropriate time to request rate increases.

I also understand that the Global Water Company was caught up in the real estate building boom and over-extended the company. Now they want the local consumers to foot the bill for their mistake. Every one of us who purchased a home in Maricopa are in the same position. Values of our homes have significantly decreased as well as our personal net worth.

Why is Global Water any different? I think it is time that people and or companies assumed responsibilities for their actions and stop looking for bailouts of any kind.

Thank you for your help in seeing that my e-mail gets to the correct individuals.

Thanks

Charles J. Loew
42976 W. Misty Morning Lane
Maricopa, AZ 85138
Phone: 520-568-6353

E-mail: Charles.Loew@masetllc.com

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/26/2009

Opinion No. 2009 - 82621
